AMENDMENTS TO THE CLAIMS:

1. (Currently Amended) A method for processing a voice message, comprising:

storing one or more voice representations, wherein each voice representation corresponds to a word or phrase and is associated with a value;

storing one or more actions;

receiving a voice message;

receiving a one of: a user-specified word and a user-specified phrase from a user, the received user-specified word or phrase corresponding to a word or phrase having a corresponding stored voice representation;

analyzing the voice message to determine if one or more of the stored voice representations corresponding to the received user-specified word or phrase occur in the voice message and to generate a final criteria measurement value associated with the voice message, the final criteria measurement value based on the value associated with each determined stored voice representation occurring in the voice message; and

performing one or more of the stored actions based on the final criteria measurement value if one or more of the stored voice representations are found to occur in the voice message.

2. (Original) The method of claim 1, wherein each of the stored voice representations is a phoneme representation of a word or phrase.

3. (Previously Presented) The method of claim 2, wherein the received voice message is an analog voice message, the method further comprising:

converting the analog voice message from analog to digital; and

processing the digitized voice message into phonemes;

wherein analyzing the voice message to determine if one or more of the stored voice representations are used includes comparing the phonemes from the voice message with one or more of the stored voice representations.

4. (Currently Amended) The method of claim 1, further comprising:

after receiving the voice message, receiving the user-specified word or phrase from the user; and

after receiving the user-specified word or phrase from the user, performing the step of analyzing.

~~the user specifying one or more words or phrases;~~

~~storing a voice representation of each of the user specified words or phrases; and~~

~~wherein in analyzing the voice message, the stored voice representations include the stored voice representations of the user specified words or phrases.~~

5. (Previously Presented) The method of claim 1, further comprising:

the user specifying one or more actions, wherein the actions are to be performed in the event one or more of the voice representations are found in the voice message;

storing the user specified one or more actions; and

wherein in performing one or more of the stored actions, the stored actions include the user specified actions.

6. (Previously Presented) The method of claim 1, wherein the stored one or more actions include marking the message as urgent.

7. (Previously Presented) The method of claim 1, wherein the stored one or more actions include calling a pager.

8. (Previously Presented) The method of claim 1, wherein the stored one or more actions include forwarding the voice message.

9. (Original) The method of claim 1, wherein the voice message is received over a telephone line.

10. (Currently Amended) A method for analyzing voice information received from a person over a communications line, comprising:

storing one or more voice representations, where each voice representation corresponds to a word or phrase and is associated with a value;

storing one or more actions;

receiving voice information from a person over a communications line;

receiving a one of: a user-specified word and a user-specified phrase from a user, the received user-specified word or phrase corresponding to a word or phrase having a corresponding stored voice representation;

analyzing the voice information from the person to determine if one or more of the stored voice representations corresponding to the received user-specified word or phrase occur in the voice information received from the person and to generate a final criteria measurement value associated with the voice information, the final criteria measurement value based on the value associated with each determined stored voice representation occurring in the voice information; and

performing one or more of the stored actions based on the final criteria measurement value if the voice information is found to include one or more of the stored voice representations.

11. (Original) The method of claim 10, wherein each of the stored voice representations is a phoneme representation of a word or phrase.

12. (Previously Presented) The method of claim 11, wherein the received voice information is analog voice information, the method further comprising:

converting the analog voice information from analog to digital; and

processing the digitized voice information in phonemes;

wherein analyzing the voice information to determine if one or more of the stored voice representations are used includes comparing the phonemes from the voice information with one or more of the stored voice representations.

13. (Canceled).

14. (Previously Presented) The method of claim 10, further comprising :

the user specifying one or more actions, wherein the actions are to be performed in the event one or more of the stored voice representations are found in the voice information;

storing the user specified actions; and

wherein in performing one or more of the stored actions, the stored actions include the user specified actions.

15. (Previously Presented) The method of claim 10, wherein:

receiving voice information comprises receiving voice information during a call; and

the one or more actions include compiling statistics on the call.

16. (Original) The method of claim 10, wherein the communications line is a telephone line.

17. (Currently Amended) An apparatus for processing a voice message, comprising:

a storage device for storing one or more voice representations where each voice representation corresponds to a word or phrase and is associated with a criteria measurement value, and for storing one or more actions;

an interface for receiving from a user a one of: a user-specified word and a user-specified phrase; and

a processor for receiving a voice message, analyzing the voice message to determine if one or more of the stored voice representations corresponding to the received user-specified word or phrase occur in the voice message and to generate a final criteria measurement value associated with the voice message, and performing one or more of the stored actions based on the final criteria measurement value if one or more of the stored voice representations are found to occur in the voice message, the final criteria measurement value based on the value associated with each determined stored voice representation occurring in the voice message.

18. (Original) The apparatus of claim 17, wherein each of the voice representations is a phoneme representation of a word or phrase.

19. (Previously Presented) The apparatus of claim 18, further comprising:

an analog to digital converter for converting an analog voice message from analog to digital; and

wherein the processor is further for processing the digitized voice message into phonemes and comparing the phonemes from the voice message with one or more of the stored voice representations.

20. (Currently Amended) The apparatus of claim 17, ~~further comprising~~ wherein:

the interface is operable for receiving the user-specified word or phrase through the interface from the user after the voice message is received; and

the processor is operable for analyzing the voice message after the user-specified word or phrase is received from the user.

~~a user interface for receiving user specified words or phrases;~~

~~wherein the storage device is further for storing a voice representation of each of the user specified words or phrases; and~~

~~wherein in analyzing the voice message the stored voice representations include the stored one or more voice representations of the one or more user specified words or phrases.~~

21. (Previously Presented) The apparatus of claim 17, further comprising:

a user interface for receiving user specified actions, wherein the actions are to be performed in the event one or more of the stored voice representations are found in the voice message; and

wherein the storage device is further for storing the user specified actions.

22. (Original) The apparatus of claim 17, wherein the apparatus is connected to a telephone line, and the processor is capable of receiving the voice message over the telephone line.

23. (Currently Amended) An apparatus for analyzing voice information received from a person over a communications line, comprising:

a storage device for storing one or more voice representations, where each voice representation corresponds to a word or phrase and is associated with a value, and for storing one or more actions;

an interface for receiving a one of: a user-specified word and a user-specified phrase; and

a processor for receiving voice information from a person over a communications line, analyzing the voice information to determine if one or more of the stored voice representations corresponding to the received user-specified word or phrase occur in the voice information received from the person and to generate a final criteria measurement value associated with the voice information, and performing one or more of the stored actions based on the final criteria measurement value if the voice information is found to include one or more of the stored voice representations, the final criteria measurement value based on the value associated with each determined stored voice representation occurring in the voice information.

24. (Original) The apparatus of claim 23, wherein each of the voice representations is a phoneme representation of a word or phrase.

25. (Original) The apparatus of claim 24, wherein the received voice information is analog voice information, further comprising:

an analog to digital converter for converting the analog voice information from analog to digital; and

wherein the processor is further for processing the digitized voice information into phonemes and comparing the phonemes from the voice information with one or more of the stored voice representations.

26. (Canceled).

27. (Previously Presented) The apparatus of claim 23, further comprising:

a user interface for receiving information regarding user specified actions, wherein the actions are to be performed in the event one or more of the voice representations are found in the voice information; and

wherein the storage device is further for storing the user specified actions.

28. (Previously Presented) The apparatus of claim 23, wherein:

the voice information is received during a call; and

the one or more actions include compiling statistics on the call.

29. (Original) The apparatus of claim 23, wherein the processor is capable of receiving the voice information over a telephone line.

30. (Previously Presented) A method for processing a voice message, comprising:

storing one or more actions;

receiving a voice message;

analyzing the voice message to determine if the voice message exhibits a predetermined pattern of speech, the predetermined pattern of speech representing at least one of a tone of speech in the voice message and a frequency of the speech in the voice message; and

performing one or more of the stored actions, if the predetermined pattern of speech is found to occur in the voice message.

31. (Original) The method of claim 30, further comprising:

converting the analog voice message from analog to digital; and

processing the digitized voice message into phonemes.

32. (Previously Presented) The method of claim 30, further comprising:

the user specifying one or more actions, wherein the actions are to be performed in the event the predetermined pattern of speech is found in the voice message;

storing the user specified one or more actions; and

wherein in performing one or more stored actions, the stored actions include the user specified actions.

33. (Original) The method of claim 30, wherein the stored actions include marking the message as urgent.

34. (Original) The method of claim 30, wherein the stored actions include calling a pager.

35. (Original) The method of claim 30, wherein the stored actions include forwarding the voice message.

36. (Original) The method of claim 30, wherein the voice message is received over a telephone line.

37. (Previously Presented) A method for analyzing voice information received from a person over a communications line, comprising:

storing one or more actions;

receiving voice information from a person over a communications line;

analyzing the voice information from the person to determine if the voice information exhibits a predetermined pattern of speech, the predetermined pattern of speech representing at least one of a tone of speech in the voice information and a frequency of the speech in the voice information; and

performing one or more of the stored actions if the voice information is found to exhibit the predetermined pattern of speech.

38. (Original) The method of claim 37, further comprising:

converting the voice information from analog to digital; and

processing the digitized voice information into phonemes.

39. (Previously Presented) The method of claim 37, further comprising:

the user specifying one or more actions, wherein the actions are to be performed in the event one or more of the voice representations are found in the voice information;

storing the user specified one or more actions; and

wherein in performing one or more stored actions, the stored actions include the user specified actions.

40. (Original) The method of claim 37, wherein the communications line is a telephone line.

41. (Previously Presented) An apparatus for processing a voice message, comprising:

a storage device for storing information regarding a predetermined pattern of speech, and for storing one or more actions, the predetermined pattern of speech representing at least one of a tone of speech in the voice message and a frequency of the speech in the voice message; and

a processor for receiving a voice message, analyzing the voice message to determine if the voice message exhibits the predetermined pattern of speech, and performing one or more of the stored actions if the voice message is found to exhibit the predetermined pattern of speech.

42. (Previously Presented) The apparatus of claim 41, further comprising:

a user interface for receiving user specified actions, wherein the actions are to be performed in the event the voice message is found to exhibit the predetermined pattern of speech; and

wherein the storage device is further for storing the user specified actions.

43. (Previously Presented) The apparatus of claim 41, wherein the apparatus is connected to a telephone line and wherein the processor is capable of receiving the voice message over the telephone line.

44. (Previously Presented) An apparatus for analyzing voice information received from a person over a communications line, comprising:

a storage device for storing information regarding a predetermined pattern of speech, and for storing one or more actions, the predetermined pattern of speech representing at least one of a tone of speech in the voice information and a frequency of the speech in the voice information; and

a processor for receiving voice information from a person over a communications line, analyzing the voice information to determine if the voice information exhibits the predetermined pattern of speech, and performing one or more of the stored actions if the voice information is found to exhibit the predetermined pattern of speech.

45. (Original) The apparatus of claim 44, further comprising:

a user interface for receiving information regarding user specified actions, wherein the actions are to be performed in the event the voice information is found to exhibit the predetermined pattern of speech; and

wherein the storage device is further for storing the user specified actions.

46. (Original) The apparatus of claim 44, wherein the apparatus is connected to a telephone line and wherein the processor is capable of receiving the voice information over the telephone line.

47. (Currently Amended) An apparatus for processing a voice message, comprising:

means for storing one or more voice representations, wherein each voice representation corresponds to a word or phrase and is associated with a value, and for storing one or more actions;

means for receiving a voice message;

means for receiving a one of: a user-specified word and a user-specified phrase from a user, the received user-specified word or phrase corresponding to a word or phrase having a corresponding stored voice representation; and

means for analyzing the voice message to determine if one or more of the stored voice representations corresponding to the received user-specified word or phrase occur in the voice message and to generate a final criteria measurement value associated with the voice message, and performing one or more of the stored actions based on the final criteria measurement value, if one or more of the stored voice representations are found to occur in the voice message, the final criteria measurement value based on the value associated with each determined stored voice representation occurring in the voice message.

48. (Currently Amended) An apparatus for analyzing voice information received from a person over a communications line, comprising:

means for storing one or more voice representations, where each voice representation corresponds to a word or phrase and is associated with a value, and for storing one or more actions;

means for receiving voice information from a person over a communications line;

means for receiving a one of: a user-specified word and a user-specified phrase from a user, the received user-specified word or phrase corresponding to a word or phrase having a corresponding stored voice representation; and

means for analyzing the voice information from the person to determine if one or more of the stored voice representations corresponding to the received user-specified word or phrase occur in the voice information received from the person and to generate a final criteria measurement value associated with the voice information, and performing one or more of the stored actions based on the final criteria measurement value if the voice information is found to include one or more of the voice representations, the final criteria measurement value based on the value associated with each determined stored voice representation occurring in the voice information.

49. (Previously Presented) An apparatus for processing a voice message, comprising:

means for storing one or more actions;

means for receiving a voice message; and

means for analyzing the voice message to determine if the voice message exhibits a predetermined pattern of speech, and performing one or more of the stored actions, if the predetermined pattern of speech is found to occur in the voice message, the predetermined pattern of speech representing at least one of a tone of speech in the voice message and a frequency of the speech in the voice message.

50. (Previously Presented) An apparatus for analyzing voice information received from a person over a communications line, comprising:

means for storing one or more actions;

means for receiving voice information from a person over a communications line; and

means for analyzing the voice information from the person to determine if the voice information exhibits a predetermined pattern of speech, and performing one or more of the stored actions if the voice information is found to exhibit the predetermined pattern of speech, the predetermined pattern of speech representing at least one of a tone of speech in the voice information and a frequency of the speech in the voice information.

51. (Currently Amended) A computer readable medium whose contents cause a computer to perform a procedure for processing a voice message comprising:

receiving a voice message;

receiving a one of: a user-specified word and a user-specified phrase from a user, the received user-specified word or phrase corresponding to a word or phrase having a corresponding stored voice representation;

analyzing te voice message to determine if one or more stored voice representations corresponding to the received user-specified word or phrase occur in the voice message, wherein each voice representation corresponds to a word or phrase and is associated with a value, wherein analyzing the voice message comprises generating a final criteria measurement value associated with the voice message; and

performing one or more stored actions based on the final criteria measurement value if one or more of the stored voice representations are determined to occur in the voice message.

52. (Currently Amended) A computer readable medium whose contents cause a computer to perform a procedure for processing voice information comprising:

receiving voice information from a person over a communications line;

receiving a one of: a user-specified word and a user-specified phrase from a user, the received user-specified word or phrase corresponding to a word or phrase having a corresponding stored voice representation;

analyzing the voice information from the person to determine if one or more stored voice representations corresponding to the received user-specified word or phrase occur in the voice information, wherein each voice representation corresponds to a word or phrase and is associated with a value, wherein analyzing the voice information comprises generating a final criteria measurement value associated with the voice information; and

performing one or more stored actions based on the final criteria measurement value if one or more of the stored voice representations are determined to occur in the voice information.

53. (Previously Presented) A computer readable medium whose contents cause a computer to perform a procedure for processing a voice message comprising:

receiving a voice message;

analyzing the voice message to determine if the voice message exhibits a predetermined pattern of speech, the predetermined pattern of speech representing at least one of a tone of speech in the voice message and a frequency of the speech in the voice message; and

performing one or more stored actions, if the predetermined pattern of speech is determined to occur in the voice message.

54. (Previously Presented) A computer readable medium whose content cause a computer to perform a procedure for processing voice information comprising:

receiving voice information from a person over a communications line;

analyzing the voice information from the person to determine if the voice information exhibits a predetermined pattern of speech, the predetermined pattern of speech representing at least one of a tone of speech in the voice information and a frequency of the speech in the voice information; and

performing one or more stored actions if the voice information is determined to exhibit the predetermined pattern of speech.